



C01049

January, 2002

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

**This is not a recall campaign.** You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

